Task Order for Services to be Provided to Inverness Public Utility District
Issue Date: June 21, 2021

1.   Overview

Inverness Public Utility District will purchase Flume devices in a one-time, bulk order and distribute these devices to eligible individuals. Inverness PUD and Flume hereby agree that the product described in Exhibit A attached hereto, shall be offered as part of the product program set forth in Exhibit B attached hereto.

2.   Program Pricing

Item	Notes
Amount per device	$185 + shipping
Program Setup Fee	There is normally a $2500 setup fee for this program. This covers our expenses for project management, support, etc. However, Flume will waive this fee with a minimum commitment of 40 Flume systems.
Payment Terms	Flume will invoice Inverness for _____ systems upon execution of this contract. This program can be expanded to cover additional purchases, as needed, by the utility.

3.   Task Order Managers.
The contact persons for each agency participating responsible for administration of the Task Order:

Flume, Inc: Sarah Musiker
Inverness Public Utility District: _____

4.   Term of Task Order.
This Task Order shall be operative from the date of the last signature below until terminated by Inverness PUD.

5.   Costs Not to Exceed:
The maximum financial contribution of Inverness PUD pursuant this Task Order is _____.

SIGNATURE BLOCKS
INVERNESS PUBLIC UTILITY DISTRICT   **FLUME, INC.**

By _____
(Signature)

_____
(Print/Type Name)
Title _____

By _____
(Signature)

_____
(Print/Type Name)
Title _____

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EXHIBIT A:

FLUME PRODUCT

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Description of Flume^{TM} Products and Flume^{TM} Services for Water Monitoring:

The Flume^{TM} Smart Water System enables homeowners to detect leaks and monitor water usage in real time across their entire property, both indoors and out. With Flume, homeowners gain unprecedented understanding of their water use, helping them conserve water, save money and protect their home from costly leaks.

The Flume Smart Water System includes:

- The **Flume Water Sensor** simply straps onto an existing meter and measures flow rate to a tested accuracy of 99.9%.
- The **Flume WiFi Bridge** plugs into a power outlet and connects to a home WiFi network. It receives the signal from the Flume Water Sensor and sends this data securely into the cloud.
- The **Flume App** runs on an iOS or Android smartphone and accesses real-time water usage data from the cloud. It shows usage in real time right down to the minute, notifies users of existing leaks, and sends alerts when abnormal usage is detected.

How It Works

When water flows through a water meter, a magnetic disc spins inside of the meter. The rate at which this disc spins correlates directly to a water flow rate. The Flume Water Sensor measures this magnetic field from the meter and sends this information using Radio Frequency (RF) to the Flume Bridge.

The Platform

Water usage information is securely processed by the Flume Platform which delivers entire-property insights about your water usage via the Flume App. Machine learning is employed to detect abnormal water usage and leaks, even when users are away from their homes.

Support

The Flume Customer Support Team offers best-in-class service and support which is available between 7AM and 7PM, 7 days a week. Customers may contact the Flume Support Team at support@flumewater.com or through the chat feature built into the Flume App.

EXHIBIT B

THE INVERNESS PROGRAM

- Inverness PUD will purchase Flume devices in a one-time, bulk order.
- Inverness PUD will distribute these devices to eligible customers, as determined by the utility.
- Customers will install their own devices when they are received.
- If customers have any questions or problems with their systems, they will contact Flume for support.

Inverness PUD Responsibilities

- Should Inverness choose to advertise the Flume device, Inverness is hereby licensed to use Flume trademarks. Flume may review such advertising and make suggestions for minor changes. If Flume determines that advertising will adversely impact its trademarks, Flume may retract Inverness PUD's right to use such trademarks.
- Inverness will distribute the Flume devices to eligible individuals.
- Should Inverness desire access to this information through the Flume Utility Dashboard, Inverness will have recipients sign a Participation Agreement provided by Flume that authorizes Flume to share their water usage data with Inverness.
- Inverness will provide Flume with a list of names, email addresses, and home addresses of those who received devices. These contact details will be used to add each individual to the Flume Utility Dashboard.

Flume Responsibilities

- Flume will provide all customer support for the end-user customers between 7AM and 7PM, 7 days a week. Customers may contact Flume support at support@flumewater.com or through the chat feature built into the Flume App.
- Flume will invoice Inveress as defined below in the "Program Pricing" section.

Customer Responsibilities

- Customers will sign a Participation Agreement prior to receiving a Flume device. Among other things, this agreement will authorize Flume to share water usage data with Inverness Water.
- Customers will be responsible for installing their Flume systems. Flume will provide customer support if there are any questions or problems.
- The customer will agree to the Flume End User License Agreement (EULA) when they install the Flume app. This EULA can be found at: https://flumewater.com/eula/
- The customer will agree to the Flume Privacy Policy when they install the Flume app. This Privacy Policy can be found at: https://flumewater.com/privacy-policy/

Program Pricing

Item	Notes
Amount per device	$185 + tax
Program Setup Fee	There is normally a $2500 setup fee for this program. This covers our expenses for project management, support, etc. However, Flume will waive this fee with a minimum commitment of 40 Flume systems.
Payment Terms	Flume will invoice Inverness for _____ systems upon execution of this contract. This program can be expanded to cover additional purchases, as needed, by the utility.

Dashboard Access

Below is the pricing for Flume's utility platform. Data sharing through the Utility Dashboard is only enabled if Inverness requires recipients to sign a Participation Agreement provided by Flume that authorizes Flume to share their water usage data with Inverness PUD.

If Inverness elects to use the Utility Dashboard, they do so free of charge for 6 months. Should Inverness choose to discontinue its use of the end-use data provided in the Dashboard, Inverness may do so at any time without incurring penalties.

Flume Utility Dashboard	Monthly Recurring Cost per Endpoint to Inverness
	$0.99

Flume Smart Home Water Monitor

Frequently Asked Questions

How does Flume work?

Flume reads the magnetic signal coming off the nutating disc within mechanical water meters. This signal is translated to flow data in real-time and transmitted via radio waves to the WiFi Bridge inside the home. From here, it is uploaded to the Cloud where customers are able to view their water use in the Flume App every minute.

What is required for Flume to work?

WiFi and a mechanical water meter.

What is Flume's compatibility?

Flume can work on mechanical meters up to and including 2" and can transmit data up to 1000 ft from the meter pit to the WiFi Bridge inside the home.

Is Flume battery powered?

Flume is powered by AA Lithium ion batteries and comes with 4 batteries pre-installed. Customers have the option to insert 4 more to extend the lifetime of their device, which typically last 2-3 years. Customers are notified when batteries are running low.

What data can utilities access?
Flume offers utilities customer-specific and community aggregated data, including:
- Service area water use
- Flow rate
- Leak detection and live alerts
- Top water users
- Disaggregated end-use information (i.e., customer separation of indoor vs. outdoor water use) and more

How is Flume installed?

At Flume, we believe gaining access to your home's water data shouldn't be difficult. That's why we designed Flume to be simple and easy Installation. With our DIY hardware and software interface, we make it easy for easy for anyone and everyone to install the device. Customers begin by downloading the Flume App. The app then guides customers through a less-than 10-minute installation process, which involves strapping the sensor directly around the existing water meter with a rubber strap (similar to a watch wrist strap). Once attached, customers will set up the WiFi Bridge. That's it. No 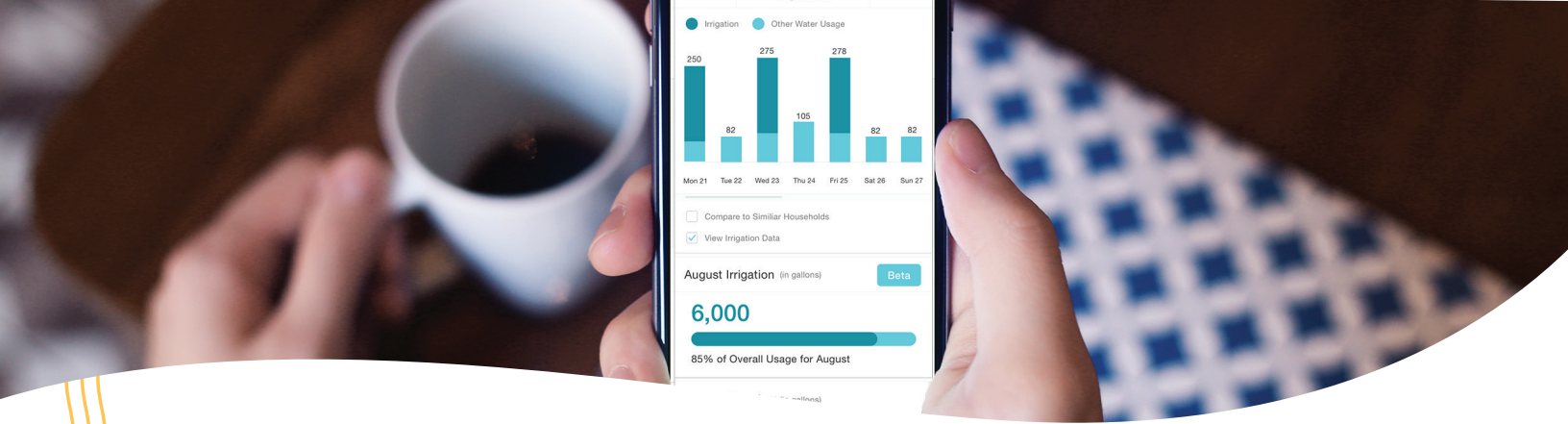pipe-cutting, no wiring and absolutely zero changes to infrastructure required. Flume is totally noninvasive. To date, Flume customers have successfully installed tens of thousands of units across all 50 states in the US, but in the off-chance they have questions or need help, our Customer Support team is here to help.

We don't let customers in the meter pit. Have you had issues with customers installing?
Tens of thousands of customers have successfully installed Flume devices without any issue. However, we understand that some utilities are concerned about maintaining the integrity of their infrastructure. This is why our utility programs require all customers to agree to Terms and Conditions prior to receiving their device, agreeing to install the device without tampering with the meter in any way and accepting full liability in the event that there is any damage. In all of the Flume devices that have been installed by customers, not one has ever damaged or tampered with the water meter. Flume is the easiest, safest, and quickest way to access high-definition water use insights.
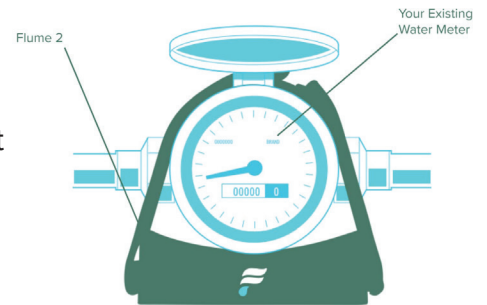
What is End-Use Disaggregation and how does it work?
Flume 2 has the capacity to separate and label certain water use events. Every water use "event" has a distinguishable water use signature. For example, a toilet flush may use 1.5 gallons in one minute, a shower may use 1.6 GPM for 10-15 minutes, and an irrigation cycle might have a sustained flow of 2-3 GPM for 2+ hours. Using machine learning and algorithms informed by artificial intelligence, Flume is able to identify certain events by their signature and label them.

My water meter boxes tend to fill with water. Is Flume weatherproof?
The Flume Water Sensor is certified to withstand temperatures ranging as low as -40° to as high as 140° Farenheit. Furthermore, the sensor is entirely watertight and will continue operating even under as much as 2 feet of water. In case of issue, the Flume 2 device has the capacity to continue capturing water use data offline for up to 60 days, after which it will backfill all water use events to the appropriate time and place.

More than 70% of Flume customers have found a leak, and 37% found a leak within the first week of use.

What makes Flume the best flow monitoring and leak detection device?
Flume is the only smart water monitor that captures whole home use, providing both indoor and outdoor water use insights and reports to customers and their utility. Flume is also the only solution on the market that offers a utility-facing dashboard for utility access to the data, and is the only solution on the market that is DIY-installed by the customer in minutes. No pipe-cutting. No wiring. No professional appointments needed. Lastly, Flume is the only product in the category with verified water use savings data and 1:1 utility partnerships.

How is a Flume program rolled out? What would you need from me to get started?

From conception to launch a Flume program can take just a few weeks, providing a quick and easy means by which utilities can enable smart water management for their customers. All Flume needs is an estimate on the desired number of rebates your utility would like to provide and how much you want to rebate your customers. From here, Flume easily generates a utility landing page specifically for your utility, after which you may begin directing customers to your new program to claim the available rebates.

How do you get customer data sharing agreements?

As part of every Flume direct distribution and rebate program, Flume hosts a utility-specific landing page where customers are directed to opt-in to the program. Because Flume is a WiFi-based product, we know exactly when and where a device gets installed, circumventing the need for pre and post-inspections, stacks of rebate paperwork, and a delayed rebate credit to the customer's water bill. With Flume, customer eligibility and verification is completed upfront, prior to receiving their device, by agreeing to the Terms and Conditions during the checkout process.

What is an instant rebate?

An instant rebate differs from the industry standard of post-purchase rebates, where a customer purchases some water efficient fixture at retail and then receives credit down the line after some paperwork and time for processing. Our instant rebate cost-share mechanism allows customers to opt-in to an already allocated rebate, allowing customers to purchase their device net-of the rebate, i.e. a utility offers a $150 rebate on Flume, the customer opts in for $49. Instant rebates reduce cost barriers to entry, ensuring equity of access to water saving opportunities while simultaneously lifting the burden of traditional rebate paperwork off utilities and enabling rapid at-scale deployment.

What utilities can I reach out to for reference that have rolled out Flume programs?

Flume would be happy to coordinate contact with any of our utility partners for you. For more information on our utility partners, please contact us at Partnerships@flumewater.com.

What results have utilities seen after partnering with Flume?

88%
of Flume customers reported a change in water use

10%
average reduction in water consumption amongst Flume users

75%
of Flume customers feel less of a need to reach out to their utility